HYDEN-LESLIE COUNTY WATER DISTRICT

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HYDEN-LESLIE COUNTY WATER DISTRICT

of

HYDEN, KENTUCKY

Rates, Rules and Regulations for Furnishing Water Service

at

Leslie County, Kentucky

Filed With UTILITY REGULATORY COMMISSION

May 22, 1992 May 22, 1992 EFFECTIVE ISSUED |

> **PUBLIC SERVICE COMMISSION** OF KENTUCKY **EFFECTIVE**

> > JUN 26 1992

PURSUANT TO 807 KAR 5:011. SECTION 9 (1)

PUBLIC SERVICE COMMISSION MANAGER

Hyden-Leslie County ISSUED BY

Water District

(Name of Utility)

Chairman

		FOR : H>	den-Leslie Cou	nty Water	District	
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НХІ	DEN-LESLIE	COUNTY WATE	R DISTRICT			
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·····		CLASSIFICAT	ION OF SERVICE			
		and Leslie dential and	County Commercial Cu	stomers		
RESIDEN	TIAL WATER	RATES				
First	2,000	gallons	17.30 4.80 3.80	Minimum B	ill	
Next	3,000	gallons	4.80	per 1,000	gallons	
Next	5,000	gallons	3.80	per 1,000	gallons	
Next	15,000	gallons	3.10	per 1,000	gallons	
	25,000	gallons	2.70	per 1,000	gallons	
	50,000	gallons	2.30	per 1,000	gallons	
	100,000	gallons	1.90	per 1,000	gallons	
Over	200,000	galions	1.50	per 1,000	gallons	
COMMERCIAL WATER RATES						
First	2,000	gallons	25.90	Minimum B	i 1 1	
Next	3,000	gallons	7.20	per 1,000	gallons	
Next		gallons		per 1,000		
Next	15,000			per 1,000		
Next	25,000			per 1,000		
Next	50,000			per 1,000	-	
Next	100,000			per 1,000		
Over	200,000	galions	2.30	per 1,000	galions	
DATE OF	ISSUE APT	il 22, 19 9 3	DATE EFFE		6, 1993 BLIC SERVICE	COMMISSION
ISSUED E	DONALD I	ROARK COUL	TITLE	Chairman	OF KENTU EFFECT	
ISSUED E	BY AUTHORIT	Y OF P.S.C.	ORDER NO.	•	MAY 6	1993

PURSUANT TO 807 KAR 5:011.
SECTION 9 (1)
BY: HELLE PUBLIC SERVICE COMMISSION MANAGER

Hyden-Leslie County Water District Name of Utility

RULES AND REGULATIONS

The following Rules and Regulations are subject to change by the Hyden-Leslie County Water District Commissioners at any time, subject to the approval of the Public Service Commission of Kentucky.

- 1. Water meters are read each month starting on the twentieth (20th), by Hyden-Leslie County Water District personnel.
- 2. All bills are in the mail by the fifth (5th) day of each month.
- 3. The Hyden-Leslie County Water District shall use the following Post Card type billing forms for monthly billing:

HC	IE COUNTY WATER DISTRICT 61 BOX 2590 • 672-2791 YDEN KENTUCKY 41749	1		PRESORT FIRST CLASS
METER NO.	PAYMENT IS DUE BY LAST DAY OF CURRENT MONTH	- . 		PERMIT NO.3 HYDEN, KENTUCKY
DATE READ	DESCRIPTION CODE NET AMOUNT		L	
NEW READING	WATER SEWER SALES TAX			
OLD READING	PREV. BAL. PENALTY* OTHER RATE INCREASE			
GALLONS USED	3% SCHOOL TAX	METER	DATE	
*A 10% PENALTY WILL BE ADDED TO PAST DUE AMOUNTS	PLEASE BRING THE ENTIRE BILL WHEN PAYING IN PERSON	TOTAL ENCLOSE TO	HIS STUB WHEN PAYING	3 BY MAIL

DATE OF I	SSUE 1 5/22/92 /	DATE PUBLICISER VICE COMMISSION 2
ISSUED BY	Mmun Kraik	OF KENTUCKY , CHAIRMAN, EFFECTIVE
	HYDEN-LESLIE COUNTY WATER	DISTRICT

JUN 26 1992

PURSUANT TO 807 KAR 5:011. SECTION 9 (1)

BY: Grow falle

Hyden-Leslie C Name of Utilit	County Water District Y	
	RULES AND REGULATIONS	
	SCHEDULE OF WATER RATES IS AVAILABLE UPON REQUEST AT THE DISTRICT'S BUSINESS OFFICE.	

(reverse side)

- 4. All bills are due by the last day of each month, bills paid after the last day of each month will be carried forward to the next month's bill and will be subject to a penalty.
- 5. A 10% penalty will be added to past due amounts.
- 6. A minimum charge is billed to customers each month as long as water meter is installed, whether any water is used or not.
- 7. The water meter may be removed upon request to avoid the monthly minimum charge and upon request will be re-installed for a service charge of \$ 7.00.

DATE OF ISSUE 5/22/92

ISSUED BY MALL CHAIRMAN, OF KENTUCKY

HYDEN-LESLIE COUNTY WATER DISTRICT

DATE EFFECTIVE COMMISSION

CHAIRMAN, OF KENTUCKY

EFFECTIVE

JUN 26 1992

Hyden-Leslie County Water District Name of Utility

RULES AND REGULATIONS

- 8. Delinquent notices will be sent out once each month tocustomers who are one (1) month behind on their bill. The customer will be given seven (7) days to pay the over due balance. If the customer has not paid the over due balance at the end of the seventh (7) day, service to the customer will be discontinued. If prior to discontinuance of service, a written certificate is filed, signed by a physician, a registered nurse, or public health officer stating that, in the opinion of the person making the certification that discontinuance of service will aggravate an existing illness or infirmity on the affected premises, service shall not be discontinued until affected resident can make other living arrangements, or until (30) days elapse from the time of the Utility's notification. Accordance with PSC regulations 807 KAR 5:006, section 14,(3)(c).
- 9. If water service is dicontinued for non-payment, the customer will be required to pay the past due amount plus a \$15.00 reconnection charge before water service can be restored.
- 10. Adjustments for water bills will be made in accordance with 807 KAR 5:006, section 10.
- 11. The customer is responsible for all leaks, breaks, ect., beyound the water meter. The Hyden-Leslie County Water District is responsible upto and through the meter.
- 12. The customer is responsible for any damage to meter, resulting from misuse or abuse.
- 13. There will be no multiple hook-ups. Each family/resident will have an individual meter. All existing multiple hook-ups will be required to have an individual meter installed for each family/resident, or be billed at a commercial rate.
- 14. There will be a \$300.00 Installation fee for all new Tap-ons for 3/4" meters. Meters larger than 3/4" will be the actual cost of materials and labor for that particular installation.
- 15. The Hyden-Leslie County Water District may refuse or discontinue to serve a customer for non-compliance with its Rules and Regulations. in accordance with 807 KAR 5:006 Section 14 (3) (g).

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ISSUED BY MILES COUNTY WATER DISTRICT

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OF KENTUCKY

HYDEN-LESLIE COUNTY WATER DISTRICT

JUN 26 1992

PURSUANT TO 807 KAR 5:011. SECTION 9 (1)

BY: Halle
PUBLIC SERVICE COMMISSION MANAGER

Hyden-Leslie County Water District Name of Utility

RULES AND REGULATIONS

16. All customers of the Hyden-Leslie County Water District will pay equal deposits in the amount of \$ 30.00. This amount does not exceed the average bill of residential customers served by the Hyden-Leslie County Water District and is equal to 2/12 of the annual bill.

Service may be refused or dicontinued for failure to pay the requested deposit. Interest, as prescribed by KRS 74.050 will be paid annually either by refund or credit to the customer's bill, except that no refund or credit will be made if the customer's bill is delinquent on the anniversary date of the deposit.

The deposit may be waived upon a customer's showing of satisfactory credit or payment history, and required deposits will be returned after 18 months if the customer has established a satisfactory payment record for that period. If a deposit has been waived or returned and the customer fails to maintain a satisfactory payment record, a deposit may then be required. The Hyden-Leslie County Water District may require a deposit in addition to the initial deposit if the customer has a substantial change in usage. Upon termination of service, the deposit, any principal amounts, and any interest earned and owing will be credited to the final bill with any remainder refunded to the customer.

In determining whether a deposit will be required or waived, the following criteria will be considered:

Previous payment history with the Hyden-Leslie County Water District. If the customer has no previous history with the Hyden-Leslie County Water District, statement from other Utilities may be presented by the customer as evidence of good credit.

If a deposit is held longer than 18 m0nths, the deposit will be recalculated at the customer's request based on the customer's actual usage. If the deposit on account differs from the recalculated amount by more than \$10.00 for a residential customer or 10% for a commercial customer, the Hyden-Leslie County Water District may collect any underpayment and shall refund any overpayment by check or credit to the customer's bill. No refund will be made if the customer's bill is delinquent at the time of the recalculation.

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ISSUED BY MUNICIPAL HYDEN-LESLIE COUNTY WATER	CHAIRMAN, JUN 26 1992

PURSUANT TO 807 KAR 5:011. SECTION 9 (1)

PUBLIC SERVICE COMMISSION MANAGER

Hyden-Leslie County Water District Name of Utility

RULES AND REGULATIONS

- 17. Monitoring Customer Usage. At least once annually, the Hyden-Leslie County Water District will monitor the usage of each customer according to the following procedure:
 - 1. The customer's annual usage for the most recent 12-month period will be compared with the annual usage for the 12-months immediately preceding that period.
 - 2. If the annual usage for the two periods are substantially the same or if any difference is known to be attributed to unique circumstances, such as unusual weather conditions, common to all customers, no further review will be done.
 - 3. If the annual usage differs by 25% or more and can not be attributed to a readily identified common cause, the Hyden-Leslie Co. Water District will compare the customer's monthly usage record for the 12-month period with the monthly usage for the same months of the preceding year.
 - 4. If the cause for the usage deviation cannot be determined from analysis of the customer's meter reading and billing records, the Hyden-Leslie Co. Water District will contact the customer by telephone or in writing to determine whether there have been changes such as different number of household members or work staff, additional or different appliances, changes in business volume, or known leaks in customer's service line.
 - 5. Where the deviation is not otherwise explained, the Hyden-Leslie Co. Water District will test the customer's meter to determine whether it shows an average error greater than 2% fast or slow.
 - 6. The Hyden-Leslie Co. Water District will notify the customer of the investigation, its findings, and any refunds or back billing in accordance with 807 KAR 5:006, Section 10 (4) and (5).

In addition to the annual monitoring, the Hyden-Leslie Co. Water District will immediately investigate usage deviations brought to its attention as a result of its on-going meter reading or billing processes or customer inquiry.

DATE OF ISSUE 5/22/92, DATE EFF OF KENTUCKY 29/92

ISSUED BY Mach Least, CHAIRMAN, EFFECTIVE

HYDEN-LESLIE COUNTY WATER DISTRICT

JUN 26 1992

PURSUANT TO 807 KAR 5:011, SECTION 9 (1)

PUBLIC SERVICE COMMISSION MANAGER

_	
Hyden-Leslie County Water District	
Name of Utility	
RULES AND REGULATION	NS

19. The principle place of business is at the Hyden-Leslie County Water District office located on Wendover Road, open Monday through Friday 8:00 a.m. to 4:30 p.m. (closed for lunch 12:00 noon to 1:00 p.m. for lunch).

DATE OF ISSUE/_ 5/22/92) DATE PUBLIC SERVICE COMMSSION 92 OF KENTUCKY

ISSUED BY

CHAIRMAN, EFFECTIVE

HYDEN-LESLIE COUNTY WATER DISTRICT

JUN 26 1992

PURSUANT TO 807 KAR 5:011. SECTION 9 (1)

WATER SHORTAGE RESPONSE PLAN

HYDEN-LESLIE COUNTY WATER DISTRICT

Section 1. Purpose. The purpose of this plan is to provide for the declaration of official phases of water supply shortages and the implementation of voluntary and mandatory water conservation measures throughout the Hyden-Leslie County Water District in the event a shortage is declared.

Section 2. <u>Definitions</u>. These terms are applicable only for this Plan unless specifically noted.

- "Customer" shall mean any person or entity using water for any purpose from the Hyden-Leslie County Water District's water distribution system and for which either a regular charge is made or, in the case of bulk sales, a cash charge is made at the site of delivery.
- "Raw Water Supplies" shall mean all water potentially (b) available to persons in the Hyden-Leslie County Water District.
- (c) "Treated Water" shall mean water that has been introduced by the Hyden-Leslie County Water District into its water distribution system, including water offered for sale. Uses of treated water are classified as follows:

Essential Water Uses (Class 1):

The following uses of water, listed by sinte or user type, are essential.

Domestic:

PUBLIC SERVICE COMMISSIONE OF USER OF KENTUCKY
OF KENTUCKY

OF KENTUCKY water necessary to sustain human of fe and the lives of domestic pets, and to maintain minimum standards of hygiene and samitation.

th Care Facilities:

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Health Care Facilities:

patient care and rehabilitation translating related filling and operation swimming pools.

Hauling:

Water Hauling:

sales of domestic use where not reasonably available elsewhere.

Public Use:

firefighting,

health and public protection purposes, if specifically approved by health officials.

Socially or Economically Important Uses (Class 2):

The following uses of water, listed by site or user type, are socially or economically important.

Domestic:

 personal, in-house water use including kitchen, bathroom and laundry.

Water Hauling:

 non-domestic, when other sources are not reasonably available elsewhere.

Commercial and Civic Use :

- commercial car and truck washes,
- laundromats
- restaurants, clubs, and eating places.
- schools, churches, motels/hotels, and similar commercial establishments.

Outdoor Non-Commercial Watering:

- minimal watering of vegetable gardens,
- minimal watering of trees where necessary to preserve them.

Outdoor Commercial or Public Watering (using conservation methods and when other sources of water are not available or feasible to use):

- agricultural irrigation for the production of food and fiber or the maintenance of livestock,
- watering by arboretums and public gardenamismonational, state, regional or communit public of kenamica where necessary to preserve specimens, preserve
- water by commercial nurseries at a minimum level necessary to maintain stock, AUG 05 7000
- watering at a minimum rate necessary to establish or maintain revegatation or language plantings required pursuant to law or regulation.
- watering of woody plants where necessamms manager them,
- minimal watering of golf course greens.

Recreational:

 operation of municipal swimming pools and residential pools that serve more than 25 dwelling units.

Air Conditioning:

- refilling for startup at the beginning of the cooling season,
- makeup of water during the cooling season,

refilling specifically approved by health officials where the system has been drained for health protecttion or repair service.

Non-Essential Uses (Class 3)

Any use of water, as defined herein, is nonessential. The following uses of water, listed by site or user type, are non-essential.

Public Use:

- use of fire hydrants (excluding Class 1 and Class 2 uses), including the use of sprinkler caps, testing fire apparatus and fire department drills,
- flushing of sewers and hydrants except as needed to ensure public health and saftey as approved by health officials.

Commercial and Civic Uses:

- serving water in restaurants, clubs, or eating places, except by customer request,
- failure to repair a controllable leak,
- increasing water levels in scenic and recreational ponds and lakes, except for the minimum amount required to support fish and wildlife.

Ornamental Purposes:

fountains, reflecting pools and artificial waterfalls.

Outdoor Non-Commercial Watering:

- use of water for dirt control or compaction watering of annual or non-woody planks will awns, parks, golf course fairways, playing fittles and other recreational areas,
- washing sidewalks, walkways, drivewalks, 5 parking lots, tennis courts or other hard surface are 3011,
- washing down buildings or structures for purposes other than immediate fire protection,
- flushing gutters or permitting wat struct commission MANAGER accumulate in any gutter or street.

Outdoor Commercial or Public Watering:

- expanding nursery facilities, placing new irrigated agricultural land in production, or planting of landscaping except when required by a site design review process,
- use of water for dirt control or compaction,

- watering of lawns, parks, golf course fairways, playing fields and other recreational areas,
- washing down buildings or structures for purposes other than immediate fire protection,
- flushing gutters or permitting water to run or accumulate in any gutter or street.

Recreational uses other than those specified in Class 2. Non-commercial washing of motor and other vehicles. Air Conditioning (see also Class 2 purposes):

- refilling cooling towers after draining.
- (d) "Base Entitlement" shall mean the monthly usage for a customer during the same month of the preceding calendar year or the average per customer usage for each class of service during the same month of the preceding year.
- (e) "Curtailed Entitlement" shall mean the monthly usage for a customer after any curtailment percentage has been applied.
- (f) "Curtailment" shall mean the reduction in entitlement by some percentage to meet anticipated water shortages.
- (g) Water Shortage Response Phases:
 - "<u>Advisory</u>" shall mean that conditions exist which indicate the potential for serious raw or treated water supply shortages.
 - "<u>Alert</u>" shall mean the raw or treated water supplies are consistently below seasonal averages, and if they continue to decline, may not be adequate to meet normal needs.
 - "Emergency" shall mean that raw or treated water supplies are below the level necessary to meet normal needs and that serious shortages exist in the area.
- (h) "Rationing" shall mean that procedures in the area.

 (b) "Rationing" shall mean that procedures in the commission to provide for the equitable distribution of critically-limited raw or treated water supplies. The order to balance demand and limited available supplies, and the assure that sufficient water is available to preserve public health and safety.
- section 3. Applicability. The provisions of this Prair shall apply to all retail and wholesale customers of the Hyden west; County Water District. When implemented, this Plan becomes Hyden west; County Water District's Water Shortage Response Requirements.
- Section 4. <u>Entitlements</u>. Entitlements shall be established for each customer by adjusting the base entitlement to reflect any known change in usage pattern.
- Section 5. <u>Determination of Water Shortage</u>. Water supply and usage shall be monitored on a continuous basis. Unrestricted demand

shall be projected from past records and adjusted for changes such as new developments and weather conditions on a regular basis. Shortages generally occur for two reasons, reduction in available supplies or a system failure. Each of these two has a distinct influence on the nature and duration of the conservation program implemented. Official declaration of a water shortage stage and implementation of the second measures necessary to curtail water use shall be approved by the Board, Manager, or Commissioners.

Section 6. Term of Water Shortage Declaration. Any water shortage declaration shall remain in effect until water supplies of service conditions have returned to normal. A final determination as to terminating a water shortage declaration shall be made by the Board, Manager, or Commissioners of the Hyden-Leslie County Water District.

Section 7. Water Shortage Stage, Criteria, Conservation and Curtailment Measures.

Α. Advisory Stage:

Criteria: A water advisory shall be declared when the amount of treated water or raw water available for treatment is projected to be up to 25% below demand, or there are periods of low water pressure in one or more areas of the distribution system due to system failure or inadequacies or the State Division of Water issues a Water Shortage Watch which includes the areas from which the Hyden-Leslie County Water District draws water.

(2) Conservation and Curtailment Measures:

- Declare a Water Shortage Advisory. (a)
- (b) Provide proper notice to all customers and to all local news media.
- (c)
- Eliminate all water leaks ICE COMMISSION

 Request voluntary conserver ions of all non-essential (Class 3) water use.

 EFFECTIVE of all non-essential (d)
- Request wholesale customers 5t 1986 issue request for voluntary conservation by their customers of all non-essential (Class 3) water fuse.

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В. Alert Stage:

Criteria: A water alert by har the commission MANAGER amount of treated water public service commission when the amount of treated water of raw water available for treatment is projected to be up to 50% below demand, and continues to decline, it may not be adequate to meet normal needs.

(2) Conservation and Curtailment Measures:

- Declare a Water Shortage Alert.
- (b) Provide proper notice to all customers and to all local news media.

- (c) Eliminate all water leaks.
- (d) Prohibit all non-essential (Class 3) water uses.
- (e) Curtail entitlements to all customers by the same percentage as the projected shortage.
- (f) Begin billing all customer water usage in excess of the curtailed entitlement at the normal rate plus an excess usage charge of \$3.50 per 1,000 gallons.

C. <u>Emergency Stage</u>:

1. <u>Criteria</u>: A Water Emergency shall be declared when the amount of treated water or raw water is projected to be up to 70 % below demand, or there are periods of no water in one or more areas of the distribution system due to low water supply, or raw water supplies are below the level necessary to meet normal needs.

2. <u>Conservation and Curtailment Measures:</u>

- (a) Declare Water Shortage Emergency
- (b) Provide proper notice to all customers and to all local news media.
- (c) Eliminate all water leaks.
- (d) Prohibit all Class 3 uses of water.
- (e) Prohibit all Class 2 uses of water except Domestic uses for kitchens, bathrooms, and laundries.
- (f) Curtail all commercias raise COMMISSION

 (except Health Care Face KENTLES) by 100%.

 (g) Curtail Residential entitlements by the same
- (g) Curtail Residential entitlements by the same percentage as the projected spectage.
 (h) Curtail entitlements to all wholesale customers
- (h) Curtail entitlements to all wholesale customers by the same percentage as the projected shortage.

 (i) Begin billing all customers water beage in
- (i) Begin billing all customers water beage in excess of curtailed entitlement water beage in rate plus an excess in sage charge of \$ 4.90 per 1,000 gallons.

D. <u>Rationing Stage</u>:

- 1. Criteria: Treated water or raw water is greater than 80% below demand to meet essential needs, and in the opinion of the officials of the Hyden-Leslie County Water District, mandatory rationing is required to insure adequate water is available to maintain public health and safety.
- 2. <u>Conservation and Curtailment Measures:</u>
 - (a) Declare Water Shortage Rationing.

- (b) Provide proper notice to all customers and to all local news media.
- (c) Eliminate all water leaks.
- (d) Prohibit all Class 3 and Class 2 uses of water.
- (e) Curtail all Commercial and Industrial entitlements (except Health Care Facilities) by 100%.
- (f) Curtail all residential and wholesale entitlements by the same percentage as the projected shortage.
- (g) Implement service interruption to portions of system in accordance with approved published schedule. The schedule shall be provided to all local media.
- (h) Begin billing customer water usage in excess of curtailment entitlement at the normal rate plus an excess usage charge of <u>\$ 5.60</u> per 1,000 gallons.

Section 8. <u>Enforcement of Water Restriction</u>. Any person who violates the provisions of this Plan, who fails to carry out the duties and and the responsibilities imposed by this Plan, or who impedes or interferes with any action undertaken or ordered pursuant to this Plan shall be subject to the following:

- (a) If the utility official charged with implementation and enforcement of this Plan learns of any violation of any water use restrictions imposed, a written notice of the violation shall be affixed to the property where the violation occurred and mailed to the customer of record. Said notice shall describe the violation and order that it be corrected, cured, or abated immediately or within 48 hours.
- (b) The notice will inform the customer of his or her right to appeal by requesting a hearing before the Utility's Board or Commissioners. If a hearing is requested by a customer, he RIBLEGERANGELONNESSIONEN full opportunity to be heard before team KENALICAN. The governing body shall make findings of faction whether service should continue or terminate.
- (c) Any customer whose water service As terminated for violating provisions of this water curtailment plan shall be subject to the approved reconnection of service.
- (d) The excess usage charge bill rect if a county or city ordinance containg penalty provisions is in effect to assist enforcement of this Plan.

Section 9. Request for Exception.

- Exceptions to Water Use Restrictions. If compliance with any curtailment measure authorized herein would cause a customer to bear extraordinary hardship, that individual or enity may apply to the Hyden-Leslie County Water District for an exception. For these purposes, "Extraordinary Hardship", shall be difined as a condition which may threaten health and saftey, or cause property or economic losses, each of which must be shown to be substantially more severe than the sacrifices borne by other users. If extraordinary hardship is found to exist, then an exception shall be granted and a written waiver issued to the customer. If an appeal is made, water service shall be continued until a decision is announced. Any person aggrieved by the decision may file a complaint with the Public Service Commission.
- (b) Exception to Curtailment Surcharge: Exceptions to excess use charges shall not be considered or granted.

Section 10. <u>Severability</u>. If any provision of this Plan is declared invalid by the courts, the remainder of the Plan and its applicability to other persons and circumstances shall not be effected by the declaration.

Section 11. <u>Effective Date</u>: This Plan shall take effect immediately upon approval by the Public Service Service Commission

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

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PURSUANT TO 807 KAR 5:011,

BY: HELLE SERVICE COMMISSION MANAGER